



COUNTY OF SAN DIEGO

**Great Government Through the General Management System – Quality, Timeliness, Value**  
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

WORKERS' COMPENSATION SPECIALIST

Class No. 002464

■ CLASSIFICATION PURPOSE

To perform less difficult claims adjustment, claims investigative and administrative work; to learn the work of the Workers' Compensation Unit to which assigned; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

Workers' Compensation Specialist

Workers' Compensation Specialist is responsible for performing a wide variety of entry-level professional tasks. Under general supervision, incumbents are assigned to cases to become familiar with the nature of investigative, evaluative and people-management problems and to gain working familiarity with appropriate California Statutory, and case law governing claims management. Some, but minimal discretion and judgment are exercised as the incumbents are instructed in procedures applicability of law, fiscal values of claims as well as claimant control techniques. More involved cost-impact cases with higher degree of discretion and judgment are assigned as incumbents gain experience. This class is distinguished from the next higher class, Workers' Compensation Claims Adjuster, in that the latter exercises greater initiative, discretion and control, and has a higher settlement authority.

■ FUNCTIONS

**The examples of essential functions listed in the class specifications are representative but not necessarily exhaustive or descriptive of any one position in the classes. Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment for the position.**

Essential Functions:

1. Initiates contact with employee, supervisor, and doctor's office regarding workers' compensation claims.
2. Establishes and maintains case files, logs, and indexes; reviews documentation and records.
3. Verifies job-related accidents with claimants and supervisors.
4. Initiates appropriate notices as needed; monitors claimant's case history, noting any prior workers' compensation claims filed.
5. Addresses suspicious claims and delays cases when necessary.
6. Maintains and updates diaries on employee's workers' compensation injury status.
7. Authorizes any and all medically necessary treatment; authorizes reserves and payments.
8. Monitors payments for permanent disability.
9. Maintains filing system regarding past and current claims.
10. Provides courteous, high quality service to members of the public by personally responding to requests for service or making appropriate referral.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Basic medical terminology related to the cause and treatment of occupational injuries and diseases.
- Practices and procedures of claims management including investigation and evaluation.
- California Government Code, Motor Vehicle Code, Labor Code provisions and case law governing Workers' Compensation.

Skills and Abilities to:

- Maintain confidentiality.
- Collect and analyze facts and information.
- Understand, interpret and follow laws, ordinances, regulations and procedures.
- Write various types of reports, plans and instructions.
- Produce work products using computerized equipment and records.
- Evaluate quantitative and qualitative information.
- Communicate effectively in oral and written form.
- Manage a caseload and respond to requests in a timely manner.
- Enter and retrieve data from a computerized record keeping system.
- Establish and maintain effective working relationships with all levels of staff and the public.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying experience are:

1. Three years in the past five years of on-the-job experience adjusting California Workers' Compensation medical-only claims, OR
2. Medical-Only Claims Adjuster Designation. Medical-Only Claims Adjuster must provide their Designation from previous employer prior to employment start date. If no Designation is provided, Medical-Only Claims Adjuster must complete required training hours within 12-month period per Section 2592.02 (b) of the California Code of Regulations and/or the Self-Insurance Administrator's Exam.

Notes:

- 1) Workers' Compensation Specialist. If the required training hours are not completed within a 12-month period after initial appointment, this will result in failure of probation.
- 2) Workers' Compensation Specialist shall complete 20 hours of post-designation training every two (2) years of training per Section 2592.02 (b) of the California Code of Regulations.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

**The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classifications. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.**

Continuous upward and downward flexion of neck. Frequent: standing, sitting, bending and stooping, twisting of waist, side-to-side turning of neck, fine finger dexterity to operate keyboards and writing materials. May carry materials weighing up to 15 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in these classes, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in these classes may be required to use their own personal vehicle.

Certification/Registration

The following are highly desirable but not required:

- Bachelor's degree from an accredited college or university.
- State of California Certificate of Self-Insurance Administration.
- Insurance Educational Association (I.E.A.) certification.
  - Workers' Compensation Claims Administration Certificate (WCCA).
  - Workers' Compensation Claims Professional Certification (WCCP).

Working Conditions

Office environment; exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in these classes shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

**New: October 27, 2006**

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Workers Compensation Specialist (Class No. 002464)

Union Code: CE

Variable Entry: Y